

May 4, 2022

Comment

RE: Complaint of Matthew Thomas D'Antonio
DOT-OST-2021-0048-0001

1. I agree that Allegiant did provide a refund after being served with this complaint.
2. I attempted to pursue a refund through all possible avenues before filing the complaint.
3. The only reason why Allegiant provided a refund was due to this complaint itself.
4. Allegiant has engaged in an unfair and deceptive practice that impacts all customers as follows:
 - a. Allegiant has configured its website to trick its customers into accepting a voucher before viewing any other content, including the FAQ and refund request content. Restrictions for the voucher are not disclosed. **See attachment 2 in the complaint.**
 - b. Allegiant alerts its customers about a flight cancellation through email. **See attachment 1 in the complaint.** This automated email states that the following three options exist after a flight cancellation: (1) Rebook on a different flight, (2) Travel voucher, and (3) Unspecified "other options" by calling the customer care center.
 - i. Restrictions that apply to the voucher were not clearly disclosed.
 - ii. A reasonable consumer would refer to this email to determine their refund eligibility.
 - iii. Allegiant intentionally omitted the fact that all customers are eligible for a cash refund.
 - iv. This email is likely to mislead consumers about their right to a refund, which qualifies as a deceptive practice.
 - v. Allegiant knew that low staffing levels during the COVID-19 pandemic makes it difficult or impossible to reach a representative at their contact center to discuss "other options", including the demand for a refund.
 - vi. Allegiant intentionally omitted other ways to request a refund as a method to reduce the number of refund requests.
 - vii. Allegiant intentionally made a false statement to American Express, which caused my refund request to be denied.
5. I respectfully ask the US DOT to pursue civil penalties against Allegiant Air.

Respectfully submitted,
/s/
Matthew Thomas D'Antonio